D cket No. RSW920030203US1 Crawf rd, t al. Syst m and Method f r Process Driv n Quality Measures 1/6

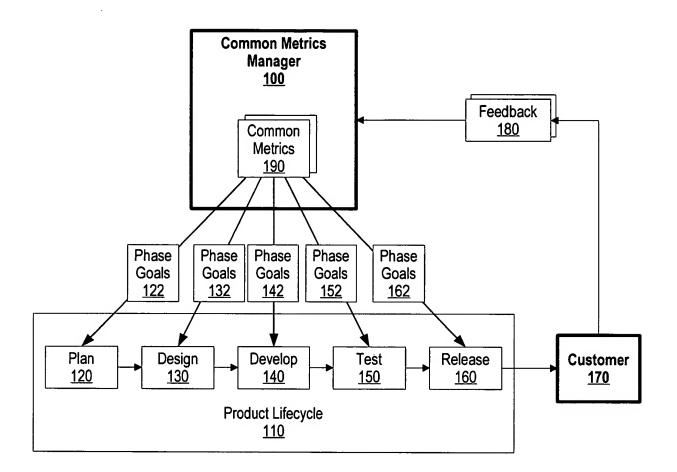


Figure 1

File: IBM-R316

## D ck t No. RSW920030203US1 Crawf rd, et al. System and M th d f r Pr c ss Driv n Quality Measures $2\,/\,6$

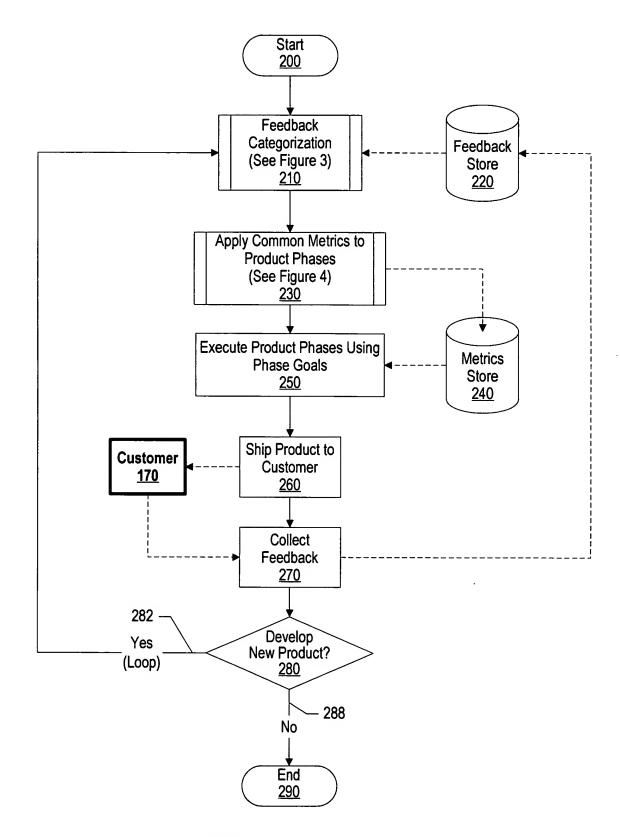


Figure 2

Fil: IBM-R316

D ck t N . <u>RSW920030203US1</u>
Crawf rd, et al.
System and Method f r Pr cess Driven Quality M asures

3/6 Feedback Categorization <u>300</u> Retrieve First Feedback Feedback <u>310</u> Store 220 Analyze Feedback <u>320</u> 332 -338 Existing Category? -Yes Select Next No Feedback <u>380</u> **Create New** Category <u>350</u> Store Feedback Store Feedback in Category in Category <u>335</u> <u>355</u> **Metrics Store** <u>240</u> Determine Determine Weighted Priority Weighted Priority <u>340</u> 360 **Increment Common Increment Common Metric Counter Metric Counter** <u>345</u> 365 More Yes Feedback? (Loop) <u>370</u> 372 - 378 No

Return

<u>390</u>

Figure 3

D ck t N . RSW920030203US1 Crawf rd, t al. System and M th d f r Process Driven Quality Measures 4/6

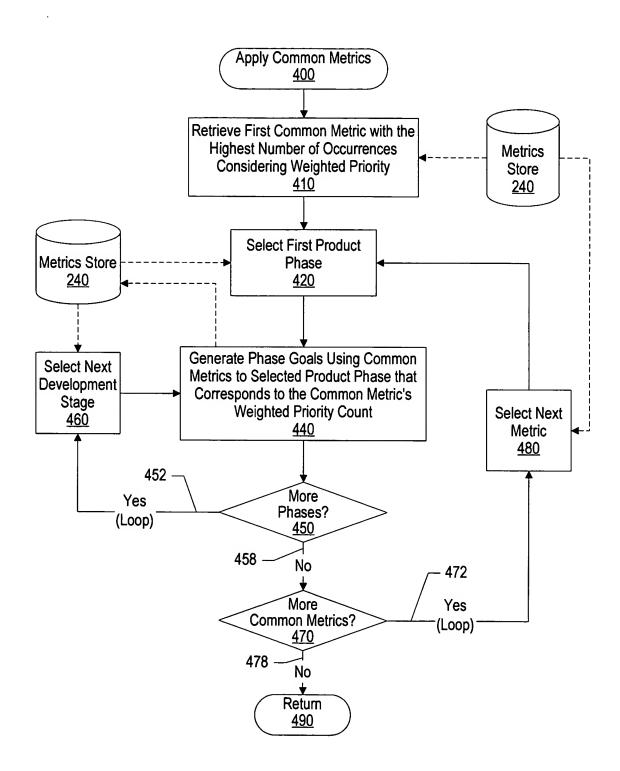


Figure 4

File: IBM-R316

## D cket No. <u>RSW920030203US1</u> Crawf rd, t al. System and Method for Pr cess Driven Quality Measures

2	•	
3	/	D

500 —	505 —	510	
	COMMON METRICS	WEIGHTED PRIORITY COUNT	
512 —	Capability	120	
514	Usability	90	
516 —	Performance	80	
518	Reliability	70	
	Installability	60	
522 —	Maintainability	50	
524 —	Documentation	40	
526 —	Serviceability	30	

## Figure 5A

5	530 —						
535 —		540 - PRODUCT PHASE GOALS - 570 - 580					
	COMMON METRICS	PLAN	DESIGN	DEVELOP	TEST	RELEASE	
582 –	Capability	12	12	12	12	12	
584 –	Usability	9	9	9	9	9	
586 ~	Performance	8	8	8	8	8	
588 –	Reliability	7	7	7	7	7	
590 -	Installability	6	6	6	6	6	
592 –	Maintainability	5	5	5	5	5	
594 ~	Documentation	4	4	4	4	4	
596 –	Serviceability	3	3	3	3	3	

Figure 5B

File: IBM-R316

D cket N . <u>RSW920030203US1</u>
Crawford, t al.
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